

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Andy Lee et al.

Group Art Unit: 2162

Serial No.: 09/826,121

Examiner: Jean Corrielus

Filed: April 4, 2001

Confirmation No.: 2317

Title: Method, System, and Program for
Customer Service and Support
Management

Docket No.: 1602034-0002

Certificate of Transmission

I hereby certify that this paper is being transmitted to the United States Patent & Trademark Office via the Electronic Filing System (EFS) in accordance with 37 C.F.R. § 1.6(a)(4) on the date below.

Wendi R. Schepler
Name

Wendi R. Schepler
Signature

9/21/2007
Date

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO MAY 21, 2007 OFFICE ACTION

Sir:

In response to the final Office Action mailed May 21, 2007, please consider the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this paper.

Remarks begin on page 17 of this paper.